

# TIS Equipment Warranty Guidelines

## Introduction

- Issued equipment is the sole responsibility of the gaining unit.
- The gaining unit, with assistance from DSU/IMMO/SSA, will execute any and all warranty repairs or fixes as needed.
- The gaining unit will be responsible for knowing and understanding equipment warranty timelines.

## General Terms

- 5 year warranty on computer hardware.
- For CONUS locations: Equipment and software shall be repaired or replaced so as to be fully operational within 24 hours following notification to the vendor's designated technical support personnel of the need for warranty service.
- For OCONUS Locations: Equipment and software shall be repaired or replaced so as to be fully operational within 72 hours following notification to the vendor's designated technical support personnel of the need for warranty service.

### 1. Unit/DSU/IMMO/SSA will identify the manufacturer using the contact information below:

- TPW
  - i. Servers, Laptops, Printers
  - ii. Contact Information
    - 1. 1-800-333-3085
    - 2. [tpwcorp@sbglobal.net](mailto:tpwcorp@sbglobal.net)
    - 3. <http://www.portablewarehouse.com/>
- Dell
  - i. Servers, Laptops, Printers
  - ii. Contact Information
    - 1. 1-800-624-9896
    - 2. <http://support.dell.com/>
    - 3. OCONUS: Dial in Country Code and then 512-723-6309
- Gateway
  - i. Servers, Laptops, Printers
  - ii. Contact Information
    - 1. Major Account Tech Support: 888-888-2040 Extension 60024
    - 2. [FedVarSupport@Gateway.com](mailto:FedVarSupport@Gateway.com)
    - 3. OCONUS: See Appendix 3
- Symbol
  - i. Bar Code Printers
  - ii. Contact Information
    - 1. 1-877-802-1907
    - 2. <http://ait2services.symbol.com/contacts/index.html>
    - 3. [AITSUPPORT@SYMBOL.COM](mailto:AITSUPPORT@SYMBOL.COM)

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4. PM AIT 703-339-4400 ext 114 – Marie Finley.

- Intermec
    - i. Bar Code Printers
    - ii. Contact Information
      - 1. 1-800-892-7007; option 1
      - 2. <http://www.intermec.com/AIT/>
      - 3. PM AIT 703-339-4400 ext 114 – Marie Finley.
  - SAVI
    - i. Hand Held Interrogators, Radio Frequency Interrogators (& Solar)
    - ii. Contact Information
      - 1. 1-888-994-7284
      - 2. [help@savi.com](mailto:help@savi.com)
      - 3. <http://www.savi.com/rfidII/index.html>
      - 4. PM AIT 703-339-4400 ext 107 – Ginny Cook
  - Unknown
    - i. Contact the TIS helpdesk to get vendor information
      - 1. Phone: (703) 752-0806 or 866-TC AIMS 2 (866-822 4672)
      - 2. Email: [TISHelpdesk@eis.army.mil](mailto:TISHelpdesk@eis.army.mil)
- 2. Unit/DSU/IMMO/SSA will execute warranty replacement/fix by contacting the appropriate vendor-provided technical support.**
- Use the above contact information to initiate the warranty request.
  - Inform technical support of the Serial Number of the item affected.
  - Item still under warranty?
    - i. Yes – Vendor will troubleshoot issue.
      - 1. Replacement Needed?
        - i. Yes –
          - i. Vendor will pay for *all* shipping costs and will coordinate all shipments.
          - ii. Replacement will be issued – similar configuration.
          - iii. See General Terms for replacement time period.
        - ii. No –
          - i. Vendor will correct issue over phone/email.
      - ii. No – Item should be sent to a Forward Repair Activity center for repair or replacement.

## **3. Warranty issue resolution**

- Item should be either fixed
  - i. By using technical support techniques
  - ii. Vendor replacement
- Warranty transaction closed.

## **Appendix: Additional Information**

### **1. PEO Enterprise Information System**

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Website: <http://www.eis.army.mil/>

## 2. AIT equipment

AIT equipment is supported through PM AIT.

AIT equipment has a **3 year warranty**.

In CONUS, units can expect a 24 hour defective equipment swap out.

In OCONUS, units can expect a 72-hour defective equipment swap out.

Website: <http://www.eis.army.mil/AIT/>

## 3. Gateway Computers

**USA - 1-800-846-2303**

**OCONUS Standard Access**

Gateway has a standard access number for Countries not listed below.

605-232-2191

### **Gateway Toll-Free Access**

Gateway has created toll-free numbers providing free access around the world to our OCONUS Technical Support team. From any base within the countries listed below, call the toll-free number any time, day or night.

Belgium - 0 800 30505000

Denmark - 00 800 30505000

France - 00 800 30505000

Germany - 00 800 30505000

Greece - 00800 12 5547

Guam – 866 785 2703

Israel - 00 800 30505000

Italy - 800 782107

Japan - 0061 800 30505000

Netherlands - 0800 0224943

Panama - 001 800 507 1516

Portugal - 00 800 30505000

Puerto Rico – 866 785 2704

South Korea - 001 800 30505000

Spain - 00 800 30505000

Sweden - 00 800 30505000

Switzerland - 00 800 30505000

Turkey – 00 800 151 0963

UK - 00 800 30505000

## 4. APC Smart UPS

APC Support Information

Phone number: US (800) 800-4272

Website: <http://www.apc.com>

International Contact Japan: Sales/Tech Support: 81 (3)543 420 21

Email address: [jsupport@apcc.com](mailto:jsupport@apcc.com)

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International Contact Korea: Sales/Tech Support: 82 (2) 501 6492  
Email address: apckinfo@apcc.com

## 5. Printers

**NOTE:** *Printers are purchased through the vendor selected for the computer purchase. Contact the vendor for your computer for problems with your printer first!*

Oki Data

Phone number: 1-800-654-3282, or 1-800-OKI-DATA

Website: [my.okidata.com](http://my.okidata.com).

Lexmark

Website: [support.lexmark.com](http://support.lexmark.com)